

Figure 1 consists of 12 histograms arranged in a 6x2 grid. The columns are labeled 'n=10' and 'n=20'. The rows are labeled 'm=10', 'm=20', 'm=30', 'm=40', 'm=50', and 'm=60'. The x-axis for all histograms is 'Number of non-zero elements' ranging from 0 to 100. The y-axis is 'Frequency' ranging from 0 to 10. The distributions are roughly bell-shaped and centered around 50 for n=10 and 100 for n=20.

An interactive voice response system (IVR) coupled to an automatic call distribution system (ACD) is influenced such by a communication terminal equipment (KE(X)) that this communicates a request for reserving (resa, resq) an available agent (A) to the automatic call distribution system (ACD). Given a reservation of a requested agent (A), the allocated communication system (KS) is influenced such that the communication terminal equipment (KE) is transferred to the reserved agent communication terminal equipment (AKE).

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